

User Services Overview

User Services Overview

- Supports all EDC customers and products
- Services include
 - Research, order assistance and processing
 - Outreach, training, customer relations
 - Billing, accounting, management reporting
 - Scientific, technical, applications assistance
 - System/product development and test support
 - Activity and task leadership



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User Services

Supported Products

- ASTER
- AVHRR Northern Great Plains 1988
- AVHRR Single Scene
- AVHRR Conterminous US
- AVHRR AK Bi-Monthly Composites
- AVHRR Global 1km
- AVHRR Orbital Segments
- AVHRR Global NDVI CD-ROM
- AVHRR Global 10 Day Composites
- AVHRR 14 Day NDVI Composites
- Aircraft Scanners (NS-001, TIMS, TMS)
- Advanced Solid State Array Spectrometer
- CORONA
- DEM 15 Minute
- DEM 2 Arc Seconds
- DEM 7.5 Minute
- DEM 1 Degree
- DEM 30 Arc Seconds
- DLG 1:100,000
- DLG 1:2,000,000
- DLG Large Scale
- DOQ
- DOQ County
- DRG Individual
- Ecoregions
- ETOPO5
- FAO
- GGHYDRO
- GTOPO30
- Geophysical Data
- GLCC
- GLCTS
- GNIS
- Land Use and Land Cover Data
- Landsat Enhanced Thematic Mapper Plus
- Landsat Thematic Mapper
- Landsat Multispectral Scanner
- MASTER



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Supported Products (cont.)

- MLRA
- MRLC
- Maps: Indexes, Catalogs, and Lists
- Maps: Large Scale
- Maps: Small Scale
- Maps: Hydrologic Units 1:2,000,000
- Mineral Resources Data Set
- MODIS
- NAPP
- NASA Aerial Photography
- NHAP
- NALC
- NED
- NGDB
- NLDC
- National Atlas of the United States
- National Geochronological Data
- NHD
- NURE
- SCAR
- SPOT High Resolution Visible Data
- SIR-C Educational
- SIR-C Previously Processed Precision
- SIR-C Survey
- Side-Looking Airborne Radar
- Sidescan Sonar Data
- Skylab, Gemini, and Apollo
- Space Shuttle Earth Observation Program



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User Services Customers

- General public
- Educators
- Scientists
- Government
- Business
- International



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User Services

Business Volume (FY 2000)

- Orders: 52,299 (209 per day)
- Inquiries: 99,664 (399 per day)
 - Telephone: 71,670 (287 per day)
 - Facsimile: 11,535 (46 per day)
 - Email: 8,834 (35 per day)
 - Mail: 7,625 (30 per day)

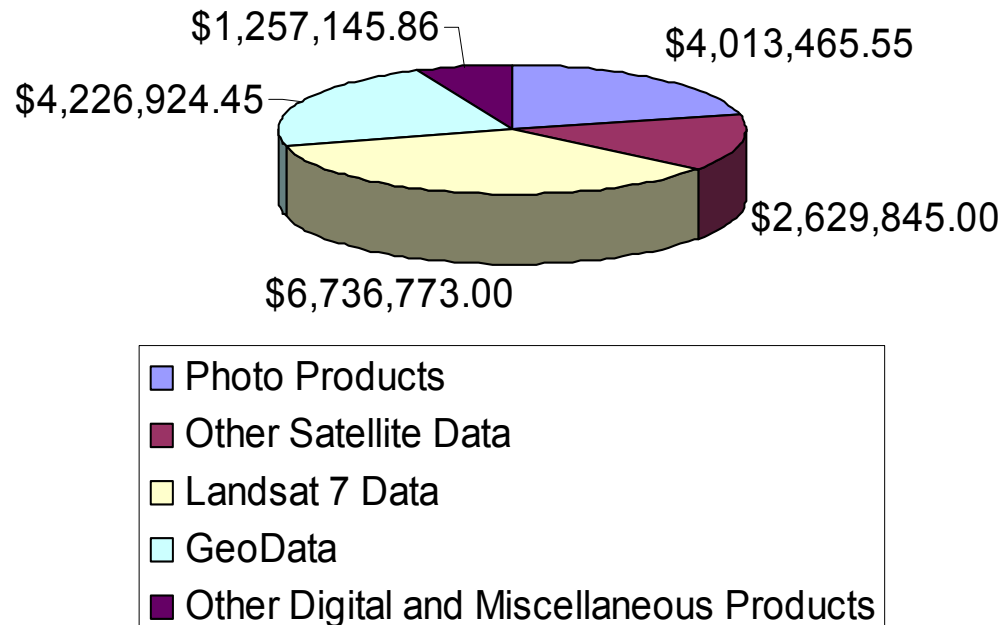


Sales Summary (FY 2000)

- Total product sales (FY 2000)
 - 1.245 Million (M) items sold
 - \$18.864M net sales
 - ◆ Digital products
 - ◆ 862,000 items
 - ◆ \$14.851M net sales
 - ◆ Photographic products
 - ◆ 383,000 items
 - ◆ \$4.013M net sales

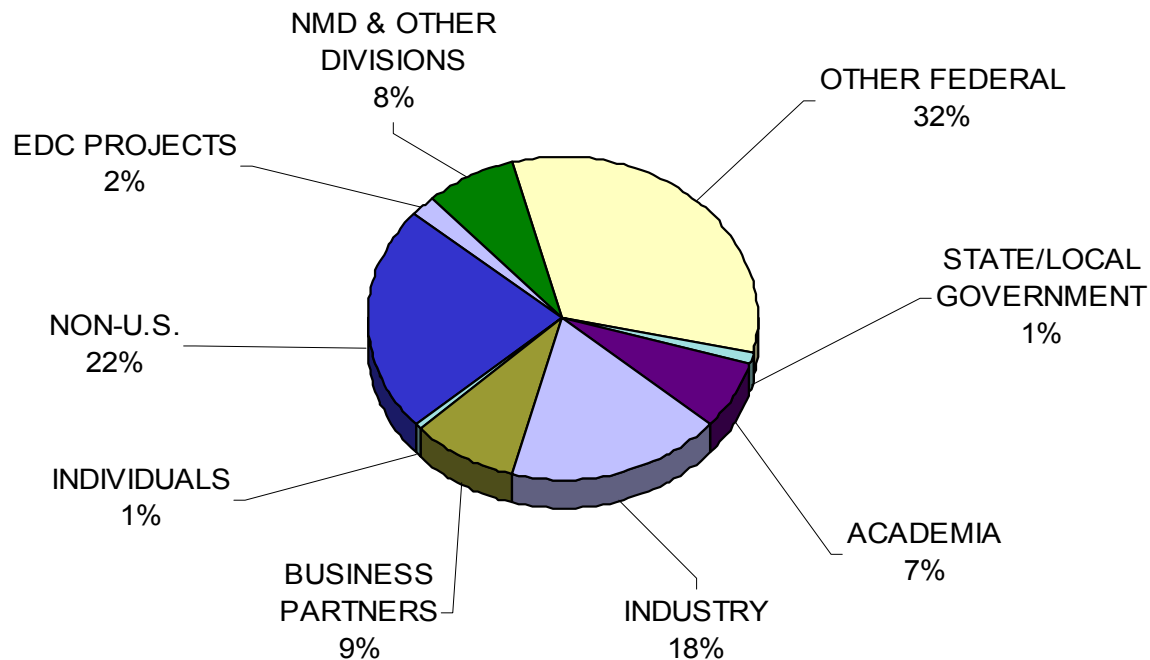


FY 2000 Sales by Product Line



Landsat 7 Customer Profiles (FY 2000)

Percent of Total Dollars



Acronyms

- ASAS - Advanced Solid-state Array Spectroradiometer
- ASTER - Advanced Spaceborne Thermal Emission and Reflection Radiometer
- AVHRR - Advanced Very High Resolution Radiometer
- CORONA – Declassified satellite photography
- DEM - Digital Elevation Model
- DLG – Digital Line Graph
- DOQ – Digital Orthophoto Quadrangles
- DRG – Digital Raster Graphic
- EDC - EROS Data Center
- ETOPO5 - Earth Topography - 5 Minute
- FAO - Food and Agriculture Organization
- GGHYDRO - Global Hydrographic
- GLCC - Global Land Cover Characteristics
- GLCTS – Global Land Cover Test Sites
- GNIS – Geographic Names Information System
- GTOPO30 - Global 30 Arc-Second Digital Elevation Model
- MASTER - MODIS/ASTER (MASTER) Airborne Simulator
- MLRA - Major Land Resource Areas
- MODIS - Moderate-resolution Imaging Spectroradiometer
- MRLC - Multi-Resolution Land Characteristics



Acronyms (cont.)

- NALC – North American Landscape Characterization
- NAPP – National Aerial Photography Program
- NED – National Elevation Dataset
- NGDB - National Geochronological Data Base
- NHAP – National High Altitude Photography
- NHD – National Hydrography Dataset
- NLDC – NASA Landsat Data Collection
- NS-001 - Multispectral scanner
- NURE – National Uranium Resource Evaluation
- SCAR - Scientific Committee on Antarctic Research
- SIR-C - Spaceborne Imaging Radar-C
- TIMS - Thermal Infrared Multispectral Scanner

- TMS - Thematic Mapper Simulator



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